

Production Daily Health Report

Wednesday January 4th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
1/7	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1967	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
151	0	151	168

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Wednesday January 4th, 2017 (10:00 AM EDT)

47
Cases without Coverage
due to Top Issues

0 P1 Incidents
4 P2 incidents
1613 P3 incidents
86 P4 incidents

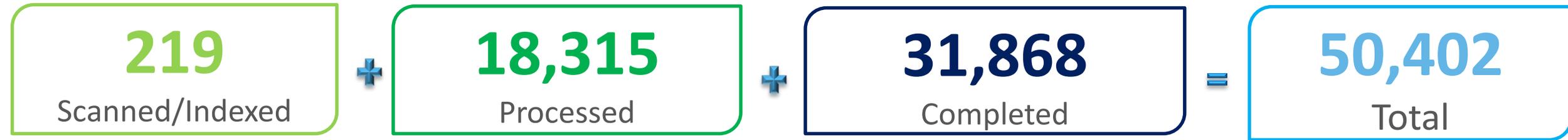
Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	SNAP and RIW recertification and interim incorrect (RIB-9777)	1	Packet received dates are incorrect in the system between the two programs.	Resolved – Data fix completed 1-4-2016
2	01A SSN Discrepancy (RIB-11065)	~25	Updated SSN didn't go to MMIS	Target code fix date 01-07-2017.
3	L1B - Application Error - Unable to REI Case (RIB-10722)	1	Proceed through application and attempted to submit the application and the following error message occurs , "3001: All programs are either terminated or denied.	Fix incremental loop count. Target fix date 01-07-2017.
4	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval
5	App Error When Attempting to Submit Application (RIB-10371)	2	An application error is occurring as a result of a mismatch between the payment begin dates and recertification dates of two cases.	Resolved - Data fix completed 1-4-2016

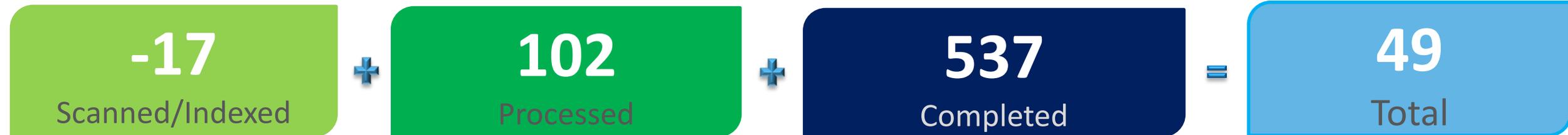
System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 3rd

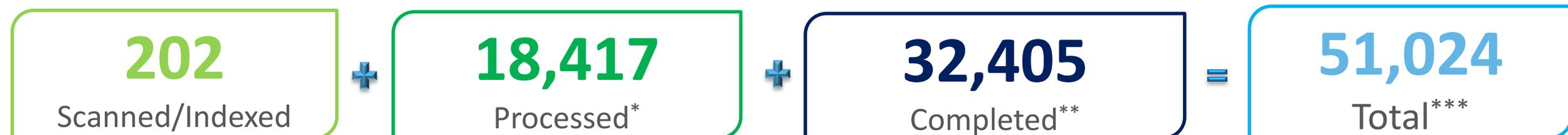
Start of the Day



Daily Net Change



End of the Day



* Processed applications have gone through the application registration process, but eligibility has not been run.

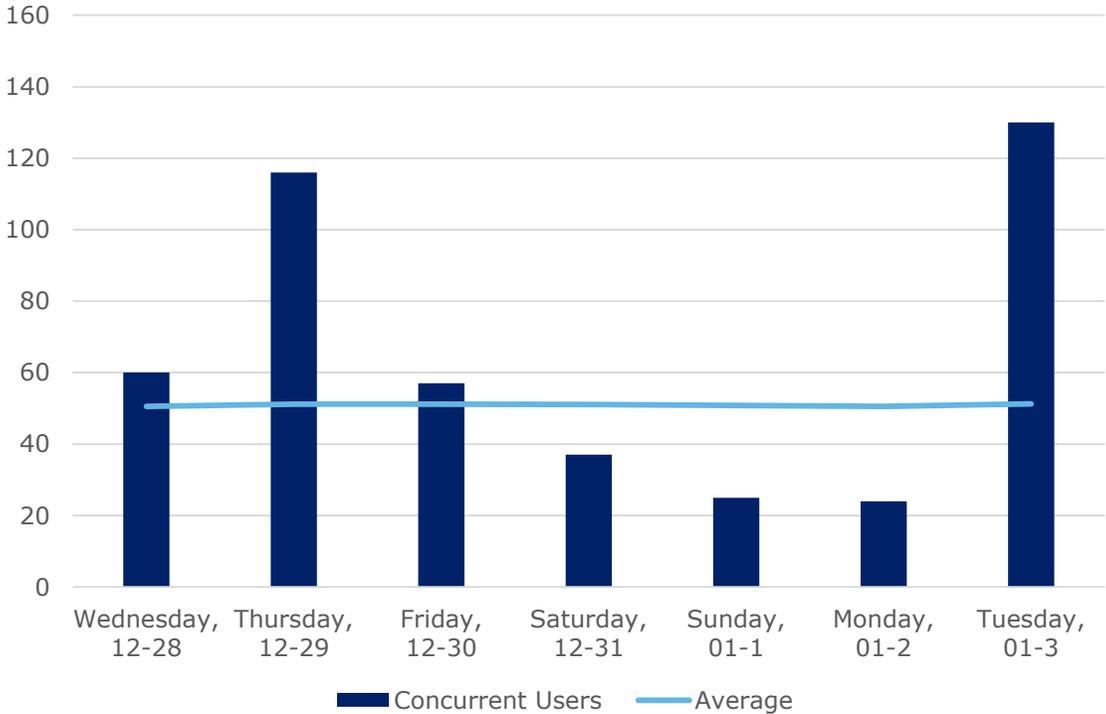
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

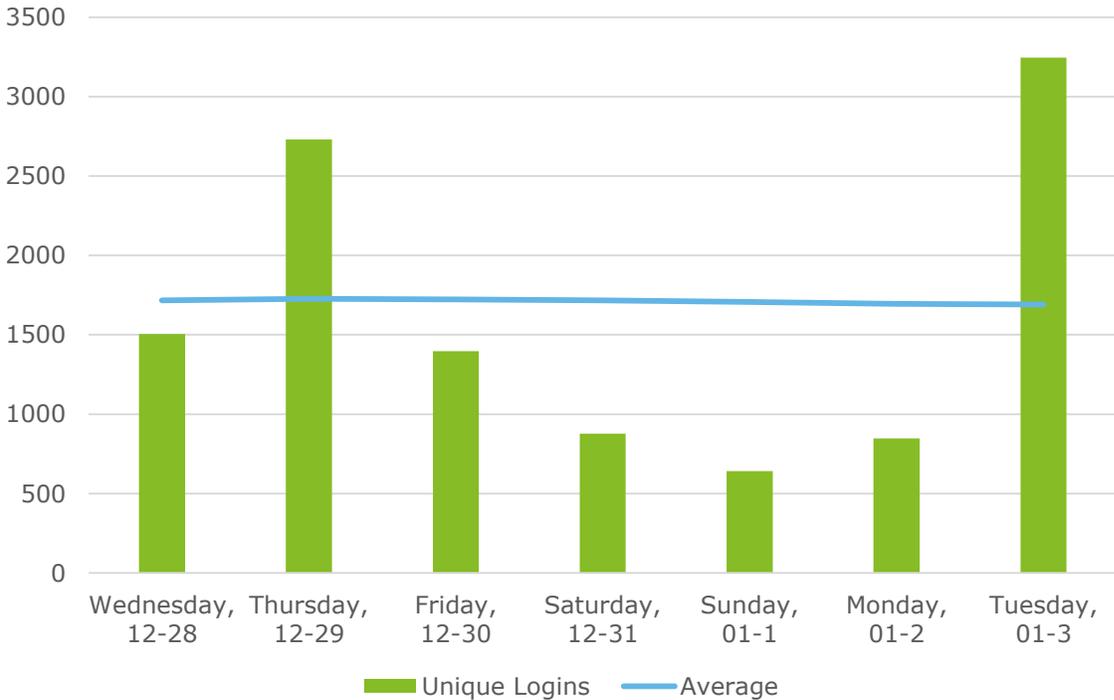
RIBridges Technical Metrics – Customer Portal

Wednesday January 4th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

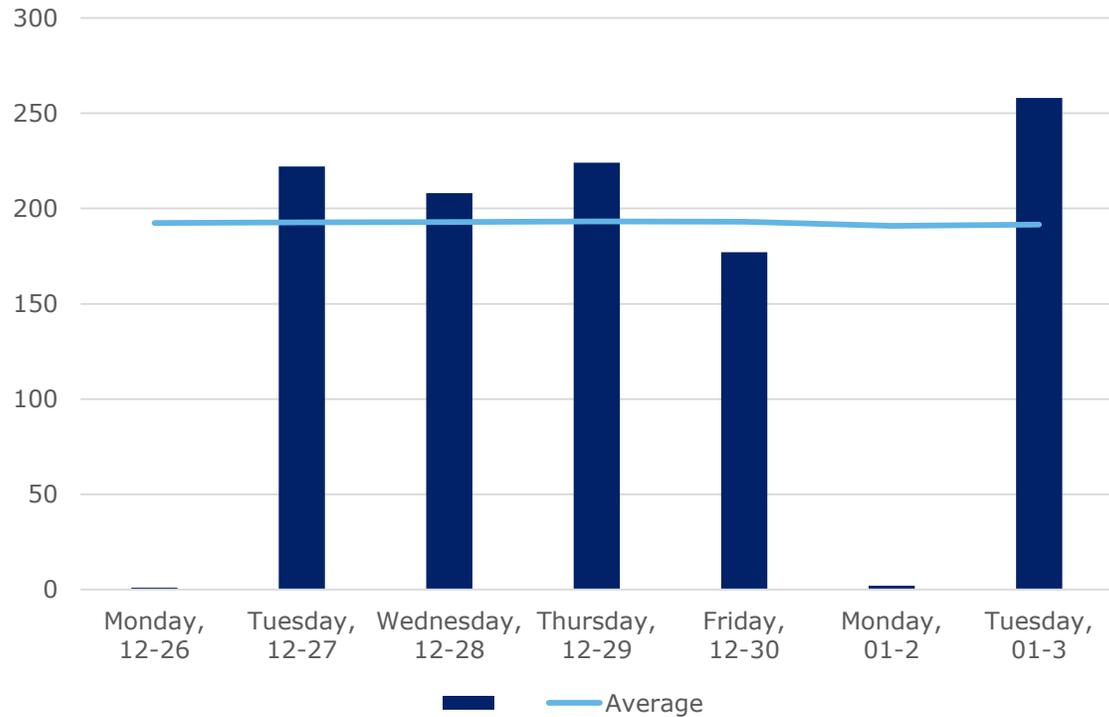


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

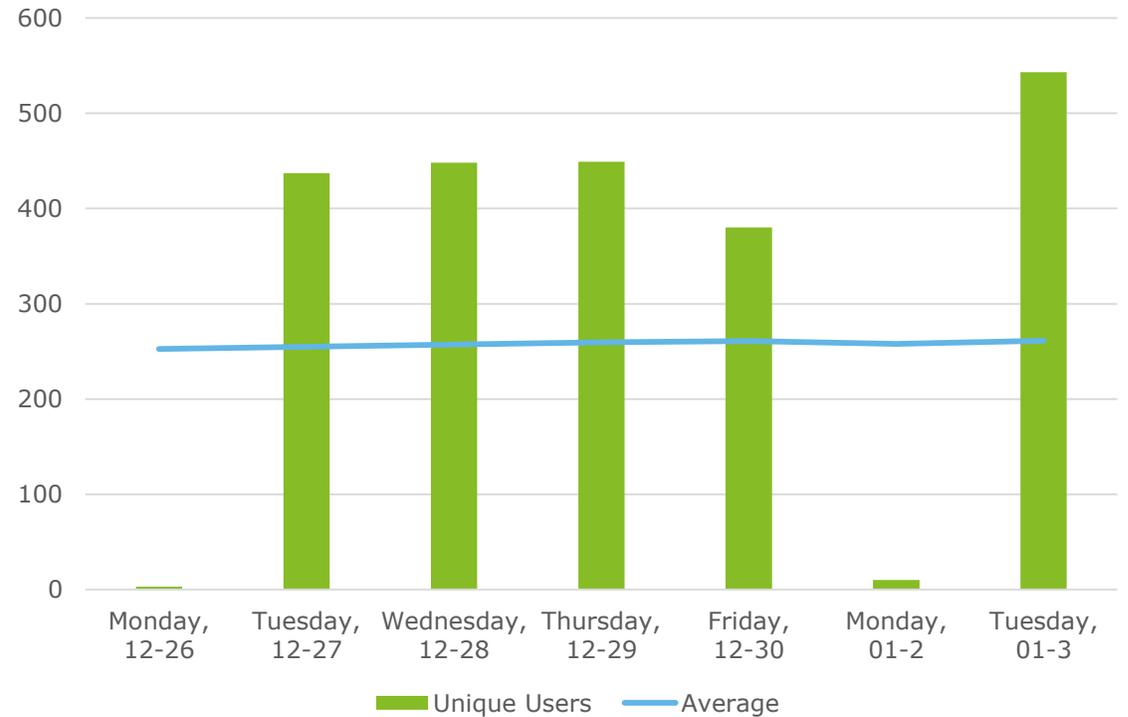
Wednesday January 4th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

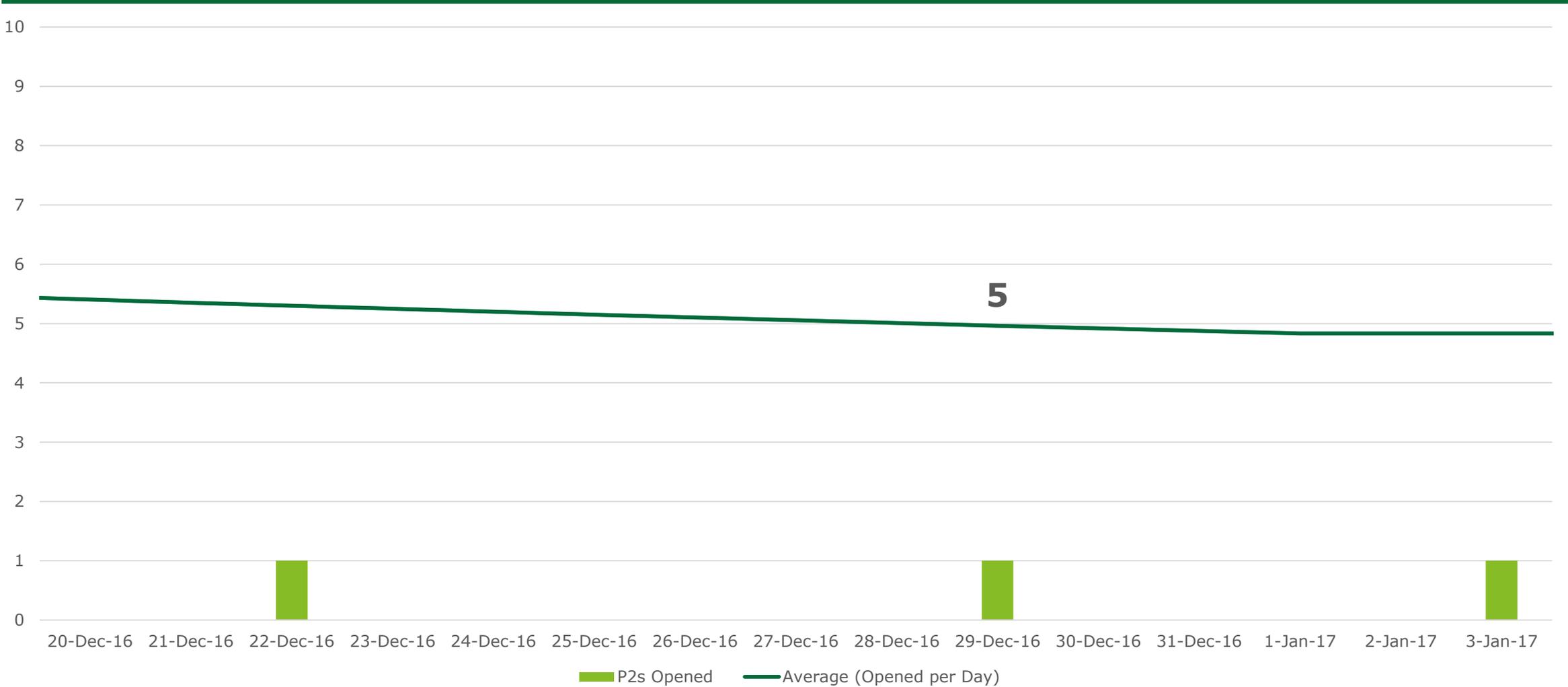


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report

Wednesday January 4th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday January 4th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday January 4th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

